

**Amendments to the Claims:**

This listing of claims will replace all prior versions and listing of claims in the application.

**Listing of Claims:**

1-21. (Canceled)

22. (Currently Amended) An electronic mail management method comprising the steps of:

receiving an electronic mail sent from an electronic mail sending source terminal to an electronic mail recipient having an electronic mail destination terminal through a first communication means;

storing said electronic mail received; and

posting a presence message to said recipient to urge opening of an unopened electronic mail ~~to~~ at a communication terminal that is different from said electronic mail sending source ~~destination~~ terminal through a second communication means which is different from said first communication means, when an open notification of said stored mail is not received from opened by said electronic mail destination terminal recipient within a first predetermined time, and

posting a message to said electronic mail sending source that said electronic mail sent from said electronic mail sending source is unopened, when said stored mail is not opened by said electronic mail recipient within a second predetermined time after said message to urge opening of said unopened electronic mail was posted to said communication terminal.

23-39. (Canceled)

40. (Currently Amended) An electronic mail management system comprising:

a receiving unit for receiving an electronic mail sent from an electronic mail sending source terminal to an electronic mail recipient having an electronic mail destination terminal through a first communication means;

a storing unit for storing said electronic mail received; and

a posting unit for posting a presence of an unopened electronic mail to said recipient at a communication terminal which is different from said electronic mail sending source destination terminal through second communication means which is different from said first communication means, when an open notification of said stored mail is not received from opened by said electronic mail destination terminal recipient within a first predetermined time, and further posting a message to said electronic mail sending source that said electronic mail sent from said electronic mail sending source is unopened, when said stored mail is not opened by said electronic mail recipient within a second predetermined time after the presence of said unopened electronic mail was posted to said communication terminal.

41-42. (Canceled)